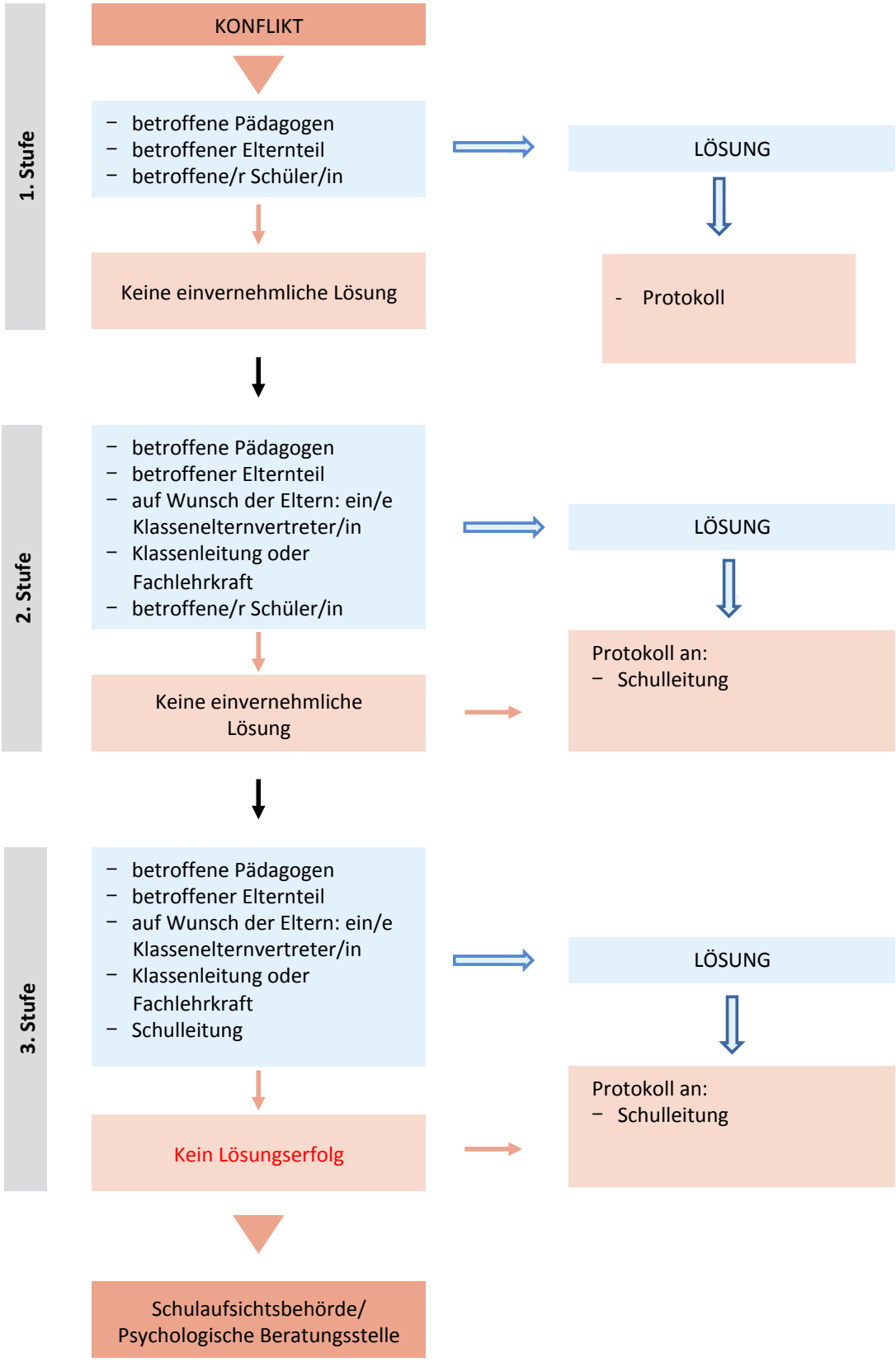Beschwerdemanagement